

KCMORE

KANSAS CITY, MO., RESIDENT ENGAGEMENT

 SPRING/SUMMER 2014



Photo by Eric Bowers



MAYOR

GREETINGS FROM JAMES

Spring is a time for renewed energy and spirit. Hopefully, the worst of the year's bad weather is behind us and we can look forward to longer days, outside activities and one of my favorite pastimes, the start of Kansas City Royals baseball season.

In honor of Women's History Month, we decided March would be the prime opportunity to unveil the recommendations from the Women's Empowerment initiative. Hundreds of employees gave us ideas and suggestions on how we can improve our culture, processes and policies to ensure that we are an inclusive, forward-thinking organization.

The City is also preparing for another exciting summer full of activities and our 10th Annual Bright Future Employment Fair. The fair will take place Saturday, April 5 from 10 a.m. to 2 p.m. at the UMKC's Pierson Auditorium. At the end of May, the third year of Club KC will kick off festivities at the City's community centers. To stay updated on summer dates and information visit www.kcmayor.org/mayorsnights.

I am excited about our momentum and know that our collective efforts will lead to an even more vibrant Kansas City. I can't wait to see what Spring has in store for our community.

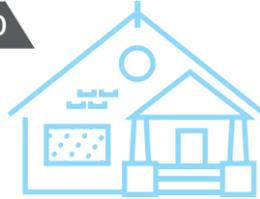


Sylvester "Sly" James Mayor

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EMPLOYEE PROFILES: KEEPING CONNECTED



ONLINE



COMMUNITY



SUSTAINABILITY



DEVELOPMENT

Throughout this publication, you will see the following color-coded dots accompanying each article. They represent which City Council strategic priority outcome areas the article addresses. Learn more about the City Council's priorities at kcstat.kcmo.org.

- GOVERNANCE
- ECONOMIC DEVELOPMENT
- HEALTHY COMMUNITIES
- NEIGHBORHOOD LIVABILITY
- PUBLIC SAFETY
- PUBLIC INFRASTRUCTURE

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EMPLOYEE
SPOTLIGHT



KEEPING CONNECTED
ONLINE

**THE VOICE BEHIND @KCPOLICE:
HOW KCPD USES SOCIAL MEDIA
TO BUILD RELATIONSHIPS**

Sarah Boyd isn't a household name, but thousands of Kansas City residents have interacted with her. That's because she's the voice behind the popular @KCPolice Twitter account, which has more than 34,500 followers and has been ranked the #4 most social media-friendly police department in the U.S.

Boyd, a KCPD public relations specialist, started the @KCPolice Twitter account in 2009 as a place to share breaking news, photos of wanted suspects, and good news stories. She also used a friendly, relatable voice when answering the public's tweets.

"People weren't used to interacting directly with the police. In the beginning, people were so shocked when I would respond to them on Twitter. For many, the police seemed like a scary, unapproachable institution," Boyd says. "My whole job is to show a human, relatable side to the police."

And it's worked.

"When people realized they could interact with the police on Twitter, they told their friends about it and they've started connecting with us too," Boyd says. "Social media is an easy, unintimidating way for residents to reach out to us."

In April 2012, Boyd hosted the KCPD's first ever "tweetalong." Similar to the traditional police ridealong, Boyd joined a police officer on a shift, and tweeted her experiences to the public.

"The tweetalongs give people a look at how their tax dollars are spent. It really shows you what police do. It's not all chases. A lot of times it's breaking up arguments and dealing with people in really sad situations," Boyd says.

Boyd has led about seven or eight tweetalongs since, and every time, @KCPolice gains between 500-1,000 new followers.

"Residents really enjoy the tweetalongs; we get hundreds of interactions each time. It's a great way to educate and engage with the community," she says.

In addition to Twitter, KCPD connects with residents using traditional media and other social media channels, including Facebook and Pinterest.

"We were the first police department in the country to use Pinterest," Boyd says. "It's engaged a segment of the population who might not otherwise connect with police that often."

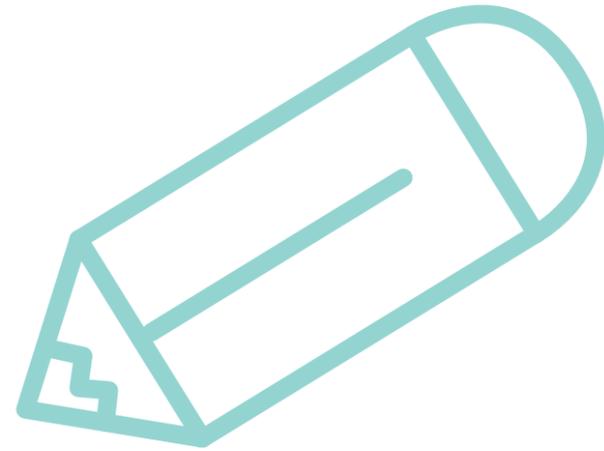
For Boyd, using social media goes beyond educating residents and answering their questions. It most importantly builds relationships.

"The more we build trust with the public, the more we can solve crime," she says. "If residents trust the police department, they'll share what they know about crimes, they'll listen to what we know about crime prevention, and hopefully that will make a safer community."

**LEARN MORE ABOUT KCPD'S AND
THE CITY'S SOCIAL MEDIA
EFFORTS AT KCMO.GOV/SOCIAL**



SARAH BOYD



THE STORY OF A MESSAGE:
HOW THE CITY SHARES ITS NEWS



When the City has news to tell (and this happens nearly every day), there are many ways you can find out about it.

Often the message starts with a news release from the City Manager's City Communications Office. News releases are posted and archived on the City's website at kcmo.gov/news. You also may use the website's search bar to look up news release topics.

News releases are emailed to a list of more than 300 media members and community leaders. Often, the media will share this news on TV, online or in the newspaper. Community leaders may forward the news release to their neighborhoods or groups. The City also sends news releases to a long list of residents who sign up to receive it – currently about 2,000 people. To be added to this list, visit kcmo.gov and scroll to the bottom of the screen and choose "Sign up for newsletters." Then,

enter your email address, click submit, and choose "City Communications News Releases."

Next, City Communications usually shares a sentence or two about the news release on Twitter to the City's more than 18,700 followers, and on Facebook to the nearly 1,700 people who "like" the City of Kansas City, Mo. For more information, including related YouTube videos, see kcmo.gov/social.

News is broadcast to the public on Channel 2, the City's government TV channel available to cable subscribers in the city or online. The channel airs City Council meetings, special city events and original programming designed to keep residents informed. Watch Channel 2 online at kcmo.gov/channel2. Highlights include The Weekly Report, Kansas City Stories and Time to Be Well.

For certain kinds of news – major road closures, water main breaks, service delays and community messages, the City also spreads the word via Nixle, a text and email notification service. Nixle messages can be targeted to a specific neighborhood or block, or sent to the entire city. To receive free Nixle messages on your mobile phone or email, go to kcmo.gov/nixle.

Finally, the message may be included in The Fountain Pen, a monthly online newsletter for City employees and KCMOre magazine, the City's biannual resident magazine.

**HOW DO YOU KEEP CONNECTED WITH THE CITY?
 HOW DO YOU LEARN ABOUT CITY NEWS OR SERVICES?**
 Let us know! Email communications@kcmo.org.



🔍 TYPE KEYWORDS HERE

NEW SEARCH-BASED WEBSITE PROVIDES AN EASIER USER EXPERIENCE



The City recently launched a new website at kcmo.gov, replacing its old site, www.kcmo.org. The new site sports a streamlined, modern look with iconic rotating photos of Kansas City, but the biggest change is a new, custom Google search bar.

Instead of going to a department and hunting for the best pull-down, users go to a big search bar in the middle of the main pages and literally “Google” what they need, typing in key words. The search works just like when you Google anything else, except it focuses on the City’s website, not the entire Internet. A list of search results will appear, and users choose which page they need.

The new site also is responsive—it changes shape for easy viewing on a phone, tablet or desktop computer.

The new website relies on the City’s Open Data Catalog (data.kcmo.org), where information on everything from permits to potholes is shared with the public. The new site is powered by the free WordPress platform, making it the nation’s largest municipal open-source WordPress website. It was built nearly 100 percent from scratch, and launched at a fourth of the cost of the old site at significant savings to taxpayers now and in the future.

If you don’t find what you need on the first try, you can slightly change your key

words and hit search again. A short, humorous video on how to search for items can be viewed at kcmo.gov/faq. Also, every page has a bar that asks, “Is there anything wrong with this page?” Users can click on that to relay issues or just email communications@kcmo.org.

In developing the site, the City partnered with several local companies: Luminopolis for behind-the-scenes technical work and hosting arrangements, SingleWing Creative for design work and Eric Bowers for photography.



CITY USES KC MOMENTUM TO CONNECT WITH MORE RESIDENTS



PROVIDE INPUT ON CITY ISSUES AT KCMOMENTUM.ORG!

The City holds a wide variety of public meetings to gain insights on subjects ranging from the annual budget to area plans. While these meetings are important, not everyone has the time or ability to attend in person.

To better reach residents and businesses, the City recently relaunched KC Momentum, a virtual town hall-like website that makes it easy for the public to provide input on City issues from the convenience

of their home, office or anywhere else an Internet connection is available. City Manager Troy Schulte, Mayor Sly James and other City officials monitor the site and take the ideas into consideration. Sign up to join the conversation today at www.kcmomentum.org!

KC Momentum is currently asking residents to share what they believe is the most important City priority, but new topics soon will be added related to economic development, public safety, sustainability and more.

In February, KC Momentum asked for feedback on the FY2014-15 budget. Complementing KC Momentum, the City also hosted an interactive budget chat. During a set time, City officials personally responded to public comments tweeted to @KCMO (www.twitter.com/kcmo) using the hashtag #kcmobudget or emailed to kcmosocial@kcmo.org. The chat generated a conversation on two dozen separate issues, such as the importance of funding for community centers and codes enforcement. A transcript of the chat is available at kcmo.gov/budgetchat.



DATA LIKE NEVER BEFORE

KANSAS CITY USES TECHNOLOGY FOR EFFECTIVE DATA STORYTELLING



Have a 311 service request to make? There’s an app for that.

The City’s new KCMO 311 app opens up to a service request form and a map of Kansas City. Its GPS system will locate you on the map and show you if a case there has already been reported. If not, all you need to do is enter the request. You will then receive a 311 case number to monitor its progress. If the case has been reported, you can check its status. You may also manually enter an address to make a request or to view active 311 requests on the map.

The app not only makes reporting 311 services easier, it can help both City staff and residents see trends and issues in Kansas City.

“The 311 map presents a visualization of all 311 requests in Kansas City,” says Jean Ann Lawson, operations manager for the City Manager’s Office. “City staff can better understand resident priorities in different areas, and residents can recognize trends in their neighborhoods that they might not have realized.”

The KCMO 311 app can be downloaded for free in mobile app stores. Learn more about 311, the central point of contact for City services, online at kcmo.gov/311.

Data from each 311 request is automatically added to the City’s Open Data Catalog. That’s a lot of information, considering the City receives about 100,000 such requests each year. The catalog, located at data.kcmo.org, houses the City’s raw data. In addition to 311 requests, it

includes detailed information about thousands of subjects, ranging from business licenses and food permits to crime, billboards and the budget.

“Having all of that data in one place is new for us,” says Millie Crossland, the City’s technology project liaison. “Previously, users would have to search for the information they needed. This often meant visiting different websites. Now it’s much more efficient and centralized.”

Crossland launched the catalog in January 2013 and regularly updates it with new information.

“Users can create visualizations of different data sets. Let’s say you want to open a lunch spot in Kansas City, and you wonder where there might be a need. You can look at the Food Permit data to find out locations of existing food establishments, along with license data from Regulated Industries to create a picture that includes bars and restaurants,” Crossland says. “By using the tools to map this, you can see how far people have to walk for lunch or to get a snack in the afternoon; use our tools to find your sweet spot!”

But not everybody knows how to create visualizations, and raw data can be confusing for some to understand. So, last fall the City launched the KCStat Dashboard, kcstat.kcmo.org, an online tool that takes that raw data and transforms it into dynamic, understandable charts and graphics that show the City’s progress toward its goals and priorities in real-time. Both the Open Data Catalog and KCStat Dashboard are powered by Socrata, a data company.

The KCStat Dashboard is connected to KCStat, a monthly public meeting during which City leaders use the data to make improvements to City services. KCStat focuses on the City Council’s 24 strategic priorities, which concentrate on public infrastructure, economic development, public safety, healthy communities, neighborhood livability, governance and customer service/communication. The dashboard has a tile for each priority, grouped by outcome area. Clicking on a tile tells a user the full story.

“The KCStat Dashboard is more of an at-a-glance mechanism that users can view at their own speed to see City information and links to other information. It’s driven by how deep the user wants to go into the information,” says Kate Bender, a City senior analyst.

For example, a resident who reported a water main break to 311 can use the dashboard to learn how long it usually takes a crew to repair water mains, and if Water Services is on track with its goals. If interested, that resident could also drill down deeper to see graphs displaying water main break volume and customer satisfaction and maps of water main break locations, among other statistics.

“The 311 app, Open Data Catalog and KCStat Dashboard all work together nicely to help tell Kansas City’s story,” Bender says. “We like to call it ‘data storytelling.’ We translate big picture ideas and information into something measureable and understandable.”

EMPLOYEE
SPOTLIGHT



KEEPING CONNECTED IN THE
COMMUNITY

**ANIMAL CONTROL
SUPERVISORS SERVE THE
COMMUNITY – AND THEIR PETS**

For animal control supervisors Brooke Woodard, Derrick Jones and Arthur Baker, there is no typical day at work. And that's why they love their jobs.

"There's so much to do," Woodard says. "I never know what my next call will be – I have to be open to anything."

And she means anything – the trio has seen their share of the unexpected. Woodard once impounded a dangerous spitting cobra and albino rattlesnake that someone had kept as pets in an apartment with a child. Baker has rescued monkeys, pot-bellied pigs and peacocks.

"Arthur and I once rescued 107 cats and a monkey from one house," Jones says. "It took five hours to round up and catalog all the animals."

Animal Control employees aim to help pets, their owners and the greater community. For example, Woodard previously worked at a humane society, where she tended to abused pets. When she became an animal control officer (and later, a supervisor), she realized she could finally make a difference by educating pet owners on the proper treatment of their animals.

"By educating pet owners, I could help prevent animal cruelty. And when not, I could actually prosecute those pet owners who continued to abuse their animals," Woodard says.

With the weather warming up, Jones encourages pet owners to keep their

pets healthy by ensuring they have adequate water and shelter at all times.

"I can't stress it enough, dogs need a good doghouse, one that will protect them from the elements," Jones advises.

Baker recommends that all pet owners license, microchip and spay/neuter their pets. "If we find a lost dog that's licensed and chipped, we can scan it and bring it home through our Free Ride Home program," Baker says.

And now through September, residents who live in the 64130 and 64132 ZIP codes can license and spay/neuter their pet pit bulls for free at participating vets, thanks to a PetSmart Charities grant. These ZIP codes have about 1,400 unaltered pit bulls and pit bull mixes – the most per capita in Kansas City. Learn more by visiting kcmo.gov and searching for "PetSmart Charities Grant."

"The majority of our calls for pit bulls are in these areas. It helps to have the grant money to get our staff in those areas to help owners get in compliance so their animals will be healthier in the long run," Woodard says.

Observing Woodard, Baker and Jones interact, it's obvious they share good camaraderie.

"Animal Control is like its own family. We all work well together and we know who to call for different situations," Woodard says. "You never know your next call – It's always a surprise."

Learn more at kcmo.gov/neighborhoods/animals.



**BROOKE WOODWARD
DERRICK JONES
ARTHUR BAKER**



CITY'S NEIGHBORHOOD PARTNERSHIPS KEY TO **COMMUNITY SUCCESS**



The City's partnership with neighborhoods is vital to Kansas City's overall growth. Often, our best services are achieved when working with the community to accomplish a common goal. Here are a few frequently asked questions about these City partnerships and how neighborhoods and residents – including you – can benefit.

WHAT IS PIAC AND HOW CAN MY NEIGHBORHOOD APPLY?

PIAC, short for Public Improvements Advisory Committee, comprises 13 people – two residents from each council district and a chairperson – who are appointed by the mayor and City Council. PIAC makes recommendations about both the citywide and neighborhood portions of the capital budget.

Neighborhoods that would like the City to fund a capital project – such as new streetlights or improved drainage – can fill out a PIAC application online at kcmo.gov/piac. Then, during the summer, PIAC will hold a series of public hearings during which residents can lobby for their project request. City staff will analyze each request and provide an estimated project cost and priority to PIAC. The committee will then consider each project and make their recommendations.

MY NEIGHBORHOOD WOULD LIKE TO HOST AN EVENT. CAN THE CITY HELP FUND THIS?

The City's Neighborhood Tourist Development Fund (NTDF) may be able to help. NTDF is a reimbursement grant program that helps local nonprofits and registered neighborhood groups promote Kansas City through cultural, social, historic, educational and recreational activities. To learn more, visit kcmo.gov/ntdf or call 816-513-4505.

In addition, registered neighborhood groups may receive a certain amount of assistance with printing newsletters or flyers to promote their events or communicate with their group members. Restrictions apply on printing advertisements or political materials. For more information on these services, call 816-513-3200.

For information, visit kcmo.gov/neighborhoods/support/.

DOES THE CITY OFFER SAFETY TRAININGS TO RESIDENTS AND/OR NEIGHBORHOODS?

Yes, the City offers many types of safety trainings. Here are just a few:

Neighborhood groups can sign up for **Crime Block Watch** training by calling 816-513-4531. Taught by community interaction police officers, these classes provide neighborhoods with the skills to help prevent crimes and recognize suspicious behaviors. If three or more residents from one neighborhood attend a training, they may receive eight neighborhood block watch signs to post.

Ladies may sign up for KCPD's **Women's Self Defense Seminar** training, which teaches awareness, crime prevention, streetwise precaution and self defense. The next seminars will take place Saturday, April 5 from 8 a.m. to noon at the KCPD South Patrol, 9701 Marion Park Drive, and Saturday, May 10 from 8 a.m. to noon, at the Regional Police Academy, 6801 N.E. Pleasant Valley Road. To register, call 816-413-3500 or email angela.mccune@kcpd.org.

In May, KCFD will launch **Continuous Chest Compression (CCC)**, a new training that will teach groups – such as schools, churches, neighborhood organizations, etc. – how to provide prompt basic resuscitation to individuals having a heart attack. KCFD can also meet with neighborhoods to **discuss fire safety**. They can provide **apparatus demonstrations** for schools/block

parties, as well as fire drills, business walk-throughs and safety talks/career talks for business and community groups. KCFD's participation is limited to the activities described above. They cannot participate in personal activities, such as birthday parties. To request an appearance or training, call 816-784-9999 and press prompt 1 or apply online at kcmo.gov/fire/customer-service-request/.

Individuals, families and neighborhoods can participate in **Community Emergency Response Training (CERT)**. This six-class training helps participants prepare themselves and their neighbors for major emergencies, such as tornados and fires. They also learn basic hands-on skills to assist others until emergency responders arrive. Learn more information at kcmo.gov/oem or contact CERT Coordinator Jennifer Fales at 816-513-8600 or jennifer.fales@kcmo.org.

WHAT YOUTH OPPORTUNITIES DOES THE CITY PROVIDE?

Thanks to community feedback, the City has allocated extra funding for summer youth activities. For example, the 2014 Mayor's Nights program will feature the Night Hoops, Night Kicks and Night Nets sports activities. Club KC will also return, providing middle school and high school-aged youth with free, fun and safe summer nightlife activities at several community centers. Visit www.kcmayor.org later this spring for more information and signups.

KC Parks also hosts a variety of summer camps and activities for children and teens, such as swim lessons and art classes. To learn more or to register, visit www.kcparcs.org and click "Sign up for an activity."

Older youth may apply for paid summer internships through the City's Bright Future internship

program. Interviews for the program will take place Saturday, April 5 from 10 a.m. to 2 p.m. at UMKC's Pierson Auditorum. Residents ages 16 and older may RSVP for the fair at kcmayor.org/profiles/bright-future-employment-fair.

Youth may also apply for the City's Youth Commission by March 31 at 5 p.m. The Youth Commission is open to high school upperclassmen, college undergraduates or members/representatives of youth-serving organizations. Applicants must be Kansas City, Mo., residents. The commission will provide the City's policymakers with input that reflects the local youth perspective and will be appointed by Mayor James. Apply or learn more at kcmayor.org/youthcommission.

HOW CAN MY NEIGHBORHOOD VOLUNTEER WITH THE CITY?

Mayor James invites neighborhoods – or simply individuals – to volunteer for his Turn the Page KC initiative. Turn the Page KC's goal is to mobilize the community to achieve reading proficiency at grade level or above for all Kansas City third graders, with the idea that educational attainment at the third grade level is instrumental to individual success in the future. The program needs volunteers to read weekly one-on-one with area children. To sign up, visit www.turnthepagekc.org.

DOES THE CITY OFFER ANY PROGRAMS TO HELP MY NEIGHBORHOOD RECYCLE UNWANTED ITEMS OR KEEP OUR STREETS CLEAN?

Yes! The City offers neighborhoods many ways to be more sustainable. For example, the City oversees the Dumpster, Blue Bag, Bulky Item,

Tire Amnesty and Adopt-a-Street programs. Learn more about these programs online at <http://kcmo.gov/publicworks/neighborhood-cleanup-assistance-programs/> or read the "Keeping connected with sustainability" employee spotlight on page 16 to learn how Public Works employees Marleen Leonce and Michael Shaw partner with the community to lead these programs, making Kansas City a greener, healthier and more beautiful city.



HEALTH DEPARTMENT OPENS NORTHLAND BRANCH



To meet the increased need for health services in Kansas City's Northland, the Health Department now offers limited services at a new site, located at 4420 N.E. Chouteau Trafficway.

"A part of the Health Department's strategic plan has always been to expand our services to reach the needs of residents where they live, work and play," says Bert Malone, deputy director of the Health Department. "A Northland Health Care Access Health Needs assessment completed last October showed an increased need for services in Kansas City's Northland, so we made it a priority to bring these services there."

The following services are currently available at the Northland location:

- Food service permits
- Food handler classes
- Pool permits
- Pool operator classes
- Noise permits
- Lodging and childcare applications and inspections

Office hours at this branch location are Monday through Friday, 8 a.m. to 4:30 p.m. These services will continue to be available at the Health Department's primary location at 2400 Troost Ave.

The current location is being leased though an agreement with Northland Neighborhoods, Inc. A permanent location could be placed at the site of Antioch Mall. Plans are currently being designed and reviewed. Due to the health assessment, the goal is to house

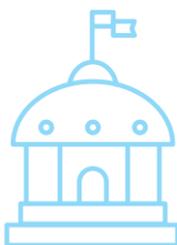
more Health Department services, such as immunizations, communicable disease control and a primary health care clinic that would be run by a federally qualified health center.

To contact the new Northland branch of the Health Department, call 816-513-9360.

FIVE MOST REQUESTED HEALTH DEPARTMENT SERVICES

1. Food permits
2. Birth and death certificates
3. STD testing
4. Food manager and handler training
5. Childhood immunizations

For more information, call 816-513-6008 or email health@kcmo.org.



NEW PROGRAM CONNECTS RESIDENTS TO GOVERNMENT



The City recently launched Community Engagement University, a free, interactive seven-week program designed to connect residents with their local government to build a better Kansas City. The first session begins April 1, but is already full with a waiting list. Future sessions are planned and will be posted on kcmo.gov/community-engagement-university.

The university, which takes place at City Hall, covers basic knowledge of the City's functions and operations.

Classes are taught by City leaders who are subject experts in different fields. Sessions include "Local Government 101," "Keeping Our City Safe" and "Building Our City," among others.

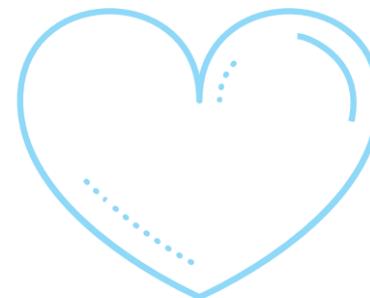
Residents who participate in the university can expect the following:

- Gain a better understanding of how local government functions
- Participate and interact with knowledgeable staff to better learn and understand how City

finances, operations, projects and services are developed, distributed and executed

- Serve as a role model for community and neighborhood residents
- Help improve the quality of life for Kansas City residents
- Build a livable, sustainable community
- Learn about volunteer opportunities in city government

Learn more at kcmo.gov/community-engagement-university.



THE ULTIMATE CONNECTION: MANY MARRIAGES TAKE PLACE AT CITY FACILITIES



Weddings celebrate the connection of hearts and families. If you or someone you know is exploring wedding options, keep in mind that the City offers perhaps the largest collection of venues in the metro area. From intimate ceremonies on a sun-dappled wooden bridge to an elegant art deco theater to a wild backdrop at the zoo, the list is long and varied. But don't delay in booking a facility—some fill up quickly.

A long-time favorite spot is the Loose Park Rose Garden, a romantic setting just south of the Country Club Plaza with a bubbling fountain and built-in fragrance. People used to camp out on the first business day in January to reserve a date in the popular months of June and September. This practice stopped after a new policy that allows bookings beginning in early March for the next calendar year. A nearby pond fringed with picturesque bridges and towering trees is an alternate location for a small ceremony.

A more elaborate bridge setting is Minor Park's Old Red Bridge in south Kansas City where sweethearts are encouraged to "lock" their love by snapping a padlock (often signed with their initials) onto the railings. This

historic bridge across the Blue River now serves as a pedestrian walkway and an occasional wedding aisle.

A different type of historic setting is provided by the Shoal Creek Living History Museum in Clay County. This authentic 19th century village includes the Mt. Ararat Baptist Church, a one-room building with a vestibule and raised chancel. It seats 125 people, and true to the period, has no air conditioning, heat or electricity. Windows in the white clapboard structure let in light and natural ventilation.

Other popular spots are Swope Memorial, which sits on a cliff and offers sweeping views of Swope Park and the Kansas City Zoo; Mill Creek near the J.C. Nichols Fountain adjacent to the Plaza; Southmoreland Park with its 100-year-old stone walls; the classic Colonnade in Kessler Park; and the Bruce R. Watkins Cultural Heritage Center (for receptions only) near the dramatic Spirit of Freedom Fountain.

In total, the Parks and Recreation Department offers 220 locations, including the zoo, which has been the scene of both weddings and rehearsal dinners. Shannon Dooley, the department's marketing and events administrator, usually advises

couples to hold their ceremonies on City property but book their receptions elsewhere, because of the City's time and alcohol restrictions and required insurance policy.

"There are a lot of permits involved," she says. "That's why most people just keep it simple." In this spirit, the City even offers a two-hour "micro-event" fee of \$75, although most outdoor locations cost \$325. Parking can be an issue for weddings with more than 200 guests, and Dooley recommends renting a trolley from an outside vendor to shuttle guests to and from the ceremony.

The City's Convention and Entertainment Facilities Department has more expensive sites available, all in the heart of downtown. The Little Theatre Ballroom has a marble façade and jeweled art deco light fixtures; the contemporary Grand Ballroom offers dramatic views and a connecting outdoor plaza; the Great Hall also offers views from a connecting lobby; and Barney Allis Plaza is an option for an outdoor urban park setting.

For more information on the City's wedding venues, see www.kcparks.org/weddings or www.kconvention.com.



KEEPING CONNECTED WITH
SUSTAINABILITY

**COMMUNITY CLEANUP
PROGRAMS CREATE A
SUSTAINABLE CITY**

Could your street use some spring cleaning? The City can help, through its neighborhood cleanup assistance programs.

Marleen Leonce, senior environmental officer, coordinates these services, which include the **Dumpster, Blue Bag, Tire Amnesty, Adopt-a-Street** and **ABOPT** programs. She encourages neighborhoods to consider participating in one or more of them.

“The City’s resources are limited, so when residents take ownership in their neighborhood and partner with us to keep Kansas City clean, it’s a win-win for everyone,” Leonce says. “Ownership is important. We can’t be in every neighborhood all the time, so partnerships are important to make neighborhoods more livable and healthier.”

Leonce works with Michael Shaw, who oversees the City’s solid waste operations, to identify the unique needs of neighborhoods and create custom solutions for them.

“We meet the needs of the community with the resources we have while keeping the neighborhood’s individuality intact,” Shaw says.

For example, through the **Dumpster Program**, registered neighborhood groups may rent a dumpster for \$60 for neighborhood cleanups. Reservations may be made online at tinyurl.com/DumpsterRequestForm.

The **Blue Bag Program** gives free blue bags to residents to clean up litter in

the public right-of-way. Fill up the bags, put them on the curb, and call 311 with your location, and a crew will pick them up for you.

Through the **Tire Amnesty Program**, neighborhood groups may recycle tires for free (with approval) at the City’s Environmental Campus, 4707 Deramus Ave. The program is open March to November on the first Saturday of the month.

Groups may join the **Adopt-a-Street Program** to beautify streets or alleys in Kansas City. The City will provide resources, such as blue bags and bulky item pickup, and adopters must conduct at least four cleanups each year.

The City hosts **ABOPT**— or Antifreeze, Batteries, Oil, Paint and Tires — events, during which residents may recycle the aforementioned items at one centralized location. Upcoming ABOPT events take place Saturday, June 7 at the Mohart Center, 3200 Wayne Ave., and Saturday, June 14 at Metro North Mall, 400 N.W. Barry Road.

Learn details about all these programs at kcmo.gov/publicworks/neighborhood-cleanup-assistance-programs/.

The City offers other cleanup solutions, including bulky item pickup, recycling centers, leaf/brush drop-off centers and more. Learn about these by visiting kcmo.gov and searching for any of the terms listed above.

“Every neighborhood is different. The common factor among them is that everyone produces trash,” Leonce says. “How we manage it is key to making Kansas City a clean, sustainable and beautiful community.”



**MIKE SHAW &
MARLEEN LEONCE**



CITY JOINS 10-CITY EFFORT TO SIGNIFICANTLY CUT ENERGY USE IN BUILDINGS



Kansas City, Mo., was one of 10 major U.S. cities chosen to participate in the City Energy Project, an initiative that will target Kansas City's largest sources of energy use and greenhouse gas emissions: buildings. It will use innovative, low-cost ways to make these buildings more energy efficient. Over time, project leaders estimate that this effort could lower Kansas City businesses' energy bills by as much as \$55 million annually and cut the equivalent amount of energy used by 29,000 homes annually.

"Kansas City is leading the way in a variety of categories but sustainability is certainly a key area for our community's growth," said Mayor James. "Our city's future is as bright as its past because of smart strategies like the City Energy Project. I am so proud that our local government is setting a positive example for our city and for the nation."

Led by the Natural Resources Defense Council and the Institute for Market Transformation, the City Energy Project will share best practices and technology to help make Kansas City's buildings more efficient. A simple example: many buildings can save energy costs by adding technology that automatically turns off lights or machines when not in use.

City Energy Project leaders Laurie Kerr and Kimi Narita recently visited City Hall to meet Mayor James, City Manager Troy Schulte and other City leaders and learn more about Kansas City's plans to reduce commercial energy use.

"We are so happy to have Kansas City on board," said Kerr, director of the City Energy Project. "You all put forward a really great application with the clearest sense of how you plan to move forward on everything, in terms of what you can do. Keep doing what you're doing!"

"We've done a circuit of visiting all the City Energy Project cities, and we've been incredibly impressed with what Kansas City has already done and plans to do," added Narita, outreach manager for the City Energy Project.

A City Energy Project advisory committee was formed comprising leaders from some of Kansas City's largest businesses and buildings. City staff plans to focus energy reduction on buildings with 100,000+ square feet. About 4-5 percent of Kansas City's commercial and institutional buildings comprise 70 percent of the City's total floor space in commercial and institutional buildings.

Key stakeholders include MC Realty

Group, Burns & McDonnell, Kansas City Power & Light, Hallmark, University of Missouri-Kansas City, Rockhurst University, IBEW Local 124 (an electrical workers union) and the Greater Kansas City Chamber of Commerce.

"We're lucky to have champions for sustainability on the City Council and in the community," said Dennis Murphey, the City's chief sustainability officer. "We're not having to push the sustainability rock up the hill."

"We're excited to see where this goes. I think there's a willingness among many of Kansas City's largest buildings to make a difference," said City Manager Schulte.

Other cities participating in the project include Atlanta, Boston, Chicago, Denver, Houston, Los Angeles, Orlando, Philadelphia and Salt Lake City.

City Energy Project is funded by a partnership with Bloomberg Philanthropies, the Doris Duke Charitable Foundation and The Kresge Foundation.

For more information, visit www.cityenergyproject.org.



NEW REPORT SHOWS CITY'S RECENT SUSTAINABILITY ACHIEVEMENTS



Everything is connected to everything. That's the big-picture theme of a recent report, **Sustainability in Kansas City**. This illustrated document looks back at the last five years and details how Kansas City is becoming recognized as a national leader on many environmental fronts, including alternative fuel fleets, whole-building energy monitoring systems, LEED gold and silver standards for new construction and an ambitious overflow control plan that uses large-scale green solutions.

An update to the report focuses on a new leadership role: reducing commercial energy use. In January, Kansas City joined a top-rated group of major metropolitan areas in launching two separate but complementary initiatives to spur energy efficiency in the marketplace.

One initiative, the City Energy Project, is a 10-city effort that aims to significantly reduce energy use and climate pollution in Kansas City's largest buildings (see page 18). In

another initiative, the City and KCP&L have joined 30 other cities and utilities on a U.S. Department of Energy project known as the Better Buildings Accelerators. It encourages state and local governments to cut energy waste by showcasing innovative strategies, collecting whole building energy data and supporting financing for energy retrofits and green construction.

Download the Sustainability Book at tinyurl.com/KCSustainabilityBook.



WHAT'S GREENER THAN A LOCAL FARMERS MARKET? ONE WITH GREEN ENERGY!



The City recently partnered with KCP&L and Mark One Electric to install solar panels on the east side of the City Market, one of the largest public farmers markets in the Midwest.

Two 25-kw solar systems are being installed on the south-facing roof peak of the Arabia Steamboat Museum. Each system comprises 100-250 watt modules. The systems were designed by Solar Design Studio for KCP&L and are leased to the City. The system will be fully operational by late spring.

The market is one of 65 locations to receive solar installations as part of

a plan to install solar panels on City-owned buildings, making Kansas City the largest user of on-site generated solar power in the State of Missouri and the largest municipal user of solar-generated electricity in municipal operations in the four-state area (Missouri, Kansas, Iowa and Nebraska) of U.S. EPA Region 7.

The new panels will reduce the amount of generated energy needed to power the market's east bank of buildings, providing a significant savings in electricity costs and making Kansas City one of the top cities in the U.S. to use solar power rooftop systems.

The City Market is a natural model of sustainability by ensuring that food items are transported over shorter distances, processed locally and sold directly to consumers. Additionally, the market has implemented a series of environmentally-friendly projects, including a compost and recycling program that annually diverts almost 400 tons of food waste, cardboard and other materials from local landfills.

For information about citywide sustainability efforts, see kcmo.gov/kgreen.

EMPLOYEE
SPOTLIGHT



KEEPING CONNECTED WITH

DEVELOPMENT

WANT TO OPEN A BUSINESS? KC BIZCARE IS HERE TO HELP

Being your own boss and opening a small business is a common daydream. For those who actually take the plunge, there's a place that helps make those dreams real. It's called the Kansas City Business Customer Service Center or KC BizCare for short.

Located downtown at 1118 Oak St., the center provides free resources: a business guide in English and Spanish, advice on permits and licenses, business-specific checklists and referrals to other City agencies, departments and partnering organizations. "The goal is to make it easier to do business in Kansas City," says John Pajor, KC BizCare manager.

Pajor, Sharon Kingsbury and Angelene Grady make up the KC Bizcare team.

"I was shocked to find so much information. I had no idea Kansas City was so open to entrepreneurship," says Zach Moores, who discovered the center on the Internet and also was steered there by his contractor. After scheduling an appointment to learn about opening a coffee shop this spring on the University of Missouri-Kansas City campus, Moores sat down with Pajor to discuss the permitting process, marketing and other details.

"He was able to point me exactly in the right direction," Moores says. He added that he "absolutely" will continue using the KC BizCare Center in the future as his plans progress. "In fact, I'll probably call tomorrow. I have a question about health codes."

Michael Smith's attorney referred him to the center last summer as he worked on details of starting an adult daycare, Helping Hands, in south Kansas City at 6610 Blue Ridge Blvd. In addition to the information staff provided on paperwork and loans, they also encouraged him to network with other small businesses to discuss marketing and overcoming common mistakes. "As a new, small family business, we didn't know all the paths to go down," he says. "It was a very good experience."

Albert and Sandra Williams received similar advice from staff when they opened a tavern last November called P.J.'s Palace at 8512 Prospect Ave. "They helped us out a whole lot," Williams says. "We were just down there last week asking more questions."

A decision to change careers and move back to Kansas City led Rita Higgins to contact KC BizCare from her home in Texas. She plans to start a small landscaping business here, eventually setting up a greenhouse and aquaponics system. "There's still so much I don't know," she says. "But the woman I talked to on the phone was just exceptional. I'm looking forward to meeting her."

Because regulations can be confusing, the primary goal of KC BizCare is to help business owners identify local laws and licensing that apply to their venture. Staff cannot provide legal or financial advice or assist with business plan writing, but they can help entrepreneurs connect with many free or low-cost business support services in Kansas City.

KC BIZCARE STAFF



JOHN PAJOR

SHARON KINGSBURY & ANGELENE GRADY



STREETCAR CONSTRUCTION BEGINS THIS SPRING



Construction on the KC Downtown Streetcar starter line begins this spring. Once complete, the starter line will include a two-mile round trip streetcar route (four miles of track) along Main Street connecting the River Market area to Crown Center and Union Station. It will serve the City's Central Business District, the Crossroads Art District and the Power and Light District, in addition to other businesses, restaurants, art galleries, educational facilities and

residential areas.

Construction will take approximately 18 months and create hundreds of local jobs.

The KC Downtown Streetcar starter line is the next step in a long-range plan to create a regional, integrated transit system to uniquely connect the Greater Kansas City area like never before. Progressive regions around

the country with streetcar systems have seen significant economic growth, and the KC Downtown Streetcar starter line is a step toward realizing an even more vibrant, vital and livable urban center.

Look for the first streetcar rides through Downtown Kansas City in more than a half a century by the end of 2015.

Sign up for project updates and find more information at kcstreetcar.org.



STATE OF THE ART SWOPE PARK SOCCER VILLAGE CONTINUES TO GROW



2013 marked a major milestone for soccer in Kansas City – not only did Sporting Kansas City win the MLS Cup, but the City's Swope Park Soccer Village also launched a \$13 million expansion of its already impressive facilities.

network.

Five additional new synthetic fields are currently under construction on the east side of Lewis Road and will each be furnished with lighting and fencing. Grand Construction serves as the general contractor and Sporting Club Network member Brookside Soccer Club will be one of the primary tenants. Brookside Soccer Club is a recreational youth soccer league with more than 2,000 participants from all over the metro area. This second phase of the project is expected to be completed this fall. The third phase of the Swope Park Soccer Village project, which is anticipated to be completed in spring of 2015, will feature modifications to the existing facilities and fields used by Sporting Kansas City including improved locker rooms and expanded fields.

Swope Park Soccer Village will host the NCAA Division III Men's and Women's Soccer Championship Tournaments in 2014 and 2015, and the NCAA Division II Men's and Women's Soccer Championships in 2016 and 2017.

Sporting Kansas City opened the team's training center at the Swope Soccer Village in 2007 with more than 7,800 square feet of facility space and three soccer fields. The Sporting KC Academy, Sporting Club Network members and numerous community outreach programs use the existing fields at the complex.

For more information about the Swope Park Soccer Village, visit www.sportingkc.com/swope-park-training-center or follow developments on Twitter at www.twitter.com/SwopeSoccer.



REINVESTING IN OUR URBAN CORE



ONCE A BROWNFIELD, THIS BUSINESS INCUBATOR IS NOW STATE-OF-THE-ART GREEN

The Blue Hills Business Center and Contractor Incubator once was an abandoned building on a brownfield in the City's urban core. Now it's a LEED Gold and Energy Star-certified structure at 5008 Prospect Ave. The project came about when a regional partnership administered by the City secured three federal grants totaling \$3 million. Built with the help of small construction companies, the incubator will continue to work with these businesses by providing additional training and support with

bid preparation, project management and financing. The project also provides space for public meetings and various offices.

URBAN FOOD DESERT GAINS NEW GROCERY STORE

Residents in an area considered an urban food desert welcomed the opening of an Aldi grocery store at 3830 Prospect Ave. in February. The store employs about 15 people (many hired from the neighborhood) and is surrounded by walkable streets. Tax incentives were used to help finance the construction and address some environmental contamination.

WORK BEGINS ON NEW POLICE STATION AND CRIME LAB IN THE EASTSIDE

Construction is underway on a new East Patrol Police Station and Crime Lab Campus. The \$78 million project is located on four blocks between Prospect and Brooklyn avenues and 26th and 27th streets, and is expected to spur private development in the City's East Side as the increased police presence drives down crime in the area. The project will replace an old station and a small, outdated crime lab that is backlogged with cases. Financing comes from bonds paid for with a quarter-cent public safety sales tax that voters approved in 2010.



THE MAIN SOLUTION:

WATER SERVICES UPDATES KC'S AGING WATER MAIN SYSTEM



Through its five-year Capital Improvements Program, Water Services is addressing the challenges of Kansas City's aging water, wastewater and stormwater infrastructure. The \$1 billion program, which represents one of the largest infrastructure investments currently taking place in Kansas City, will create more than 18,000 direct and indirect jobs in the region while improving water quality, increasing service reliability for customers, meeting regulatory requirements and promoting community development.

In the coming year, Water Services will proactively replace critical water mains throughout Kansas City before they result in unexpected water service interruptions for customers. More than 20 miles of water main will be replaced in areas that are statistically proven to be likely to fail.

Critical sewer mains throughout the city will be proactively rehabilitated using non-invasive technologies, which will improve aging infrastructure to like-new conditions without digging up the ground. This technology adds

up to another 100 years of life to existing pipes while avoiding related service disruptions.

Work related to the Overflow Control Program, a citywide approach to improving water quality by reducing sewer overflows, is also taking place. Related work will meet regulatory requirements for public health and safety through the use of green infrastructure improvements.

Please visit www.kcwaterservices.org/projects to learn more about the work taking place in your neighborhood.



YOUR GUIDE TO KC'S TRAILS

NORTH TO SOUTH, EAST TO WEST, KANSAS CITY'S TRAILS IMPRESS



In 2008, Kansas City's trails system comprised 25 miles of short, fragmented pieces. Today, the system has flourished, with 65 miles of long continuous trail segments throughout Kansas City. An additional eight trail miles are planned for completion in 2015. It's no wonder Missouri was named the "Best Trails State" by national organization American Trails!

Enjoy a walk, jog or bike ride through some of KC's premier trails:

NORTH:

The Line Creek Trail: Walk or cycle alongside the wooded Line Creek while enjoying Platte County's natural beauty. This trail includes connections to the Line Creek ice arena and the Kansas City Northern Railroad, along with a Fixit bicycle service station at 68th Street. The Line Creek Trail was awarded the 2014 Capstone Award for Infrastructure by the Kansas City Business Journal, and was named a finalist for Public Project of the Year by the Economic Development Corporation. Currently six miles long, when the trail's construction finishes this June, it will extend eight miles from the Missouri River to Missouri Highway 152. Parking is available at the Line Creek Community Center and at the trailhead at Waukomis Drive and Gower Road.

CENTRAL:

Riverfront Heritage Trail: Kansas City's premier downtown trail, the Riverfront Heritage Trail, may be accessed at Berkley Riverfront Park, the City Market and the Westside and West Bottoms neighborhoods. The 15-mile trail extends from Kansas City, Kan., east through downtown Kansas City, Mo., passing many KC historical markers and public art exhibits. Visit www.kcrivertrails.org for more information.

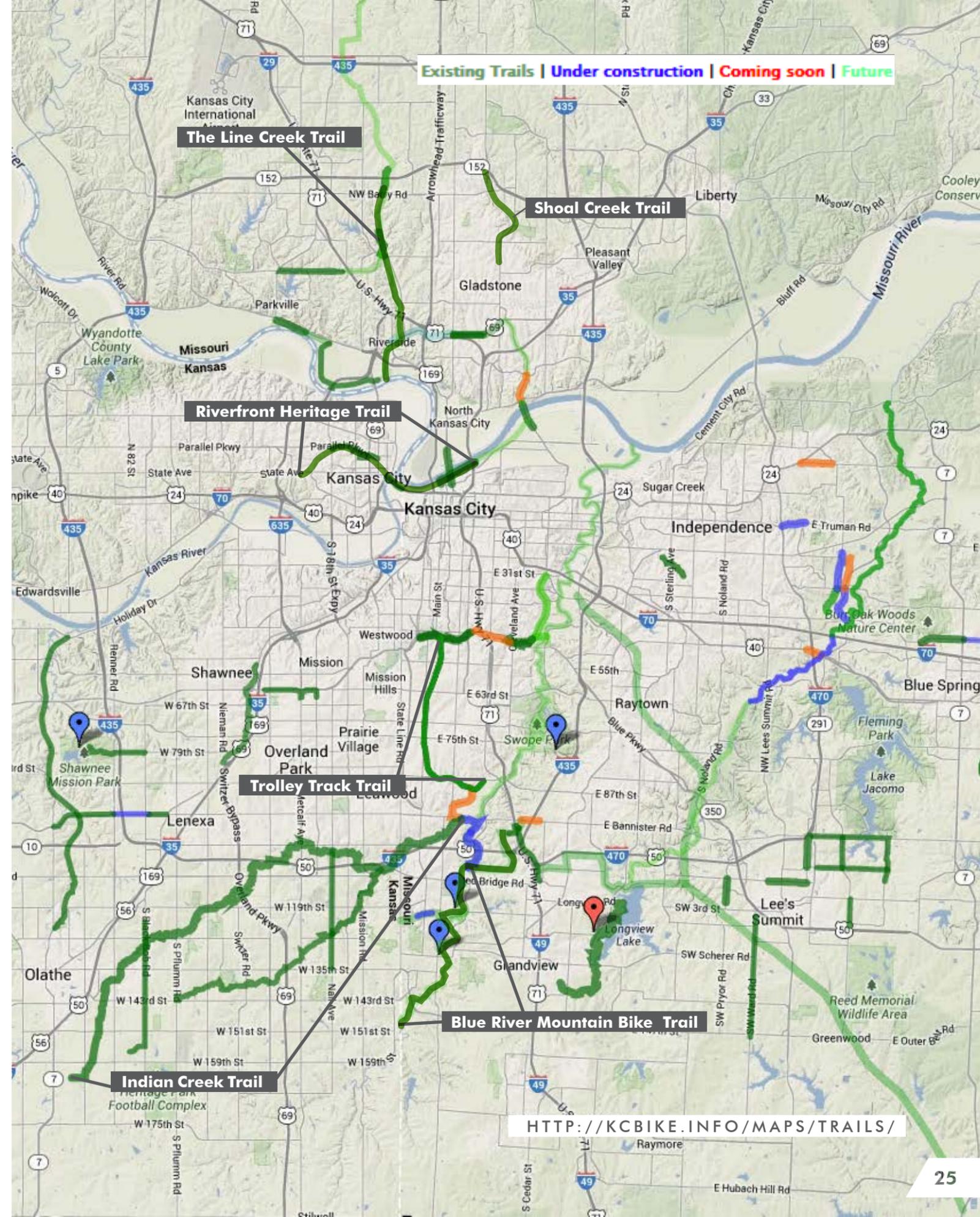
Trolley Track Trail: Situated in the heart of Brookside, this former trolley route now provides a crushed limestone path for bicyclists, runners, dog-walkers and more. It starts at Brookside Road and Volker Boulevard and travels south through the Waldo neighborhood to Hickman Mills Road at 87th Street. Park in the Brookside

neighborhood and go for a stroll!

SOUTH:

Indian Creek Trail: This trail is ideal for bicyclists, dog-walkers and families, beginning near State Line Road and 103rd Street in the Watts Mill neighborhood. One of the region's longest trails, it travels west to Olathe, Kan., where it passes through several parks and playgrounds, making for a fun, family outing. East of the state line, the trail meets the confluence of the Blue River and continues south to Alex George Lake. Those who venture this path will encounter three train trestle bridges and some of the most beautiful views of the Blue River. Trailhead parking is available at the Trailside Center (9901 Holmes Road), the Watts Mill Shopping Center (103rd Street and State Line Road) or at Alex George Lake.

Blue River Mountain Bike Trail: Looking for a challenge? This single track dirt mountain bike trail is ideal for hikers and mountain bikers, as it features hilly and rocky terrain, amidst a serene natural setting. It begins in southern Kansas City at Minor Park and travels along the Blue River. Parking is available at Minor Park or at the shelter parking area on Blue Ridge Road east of Holmes Road.



[HTTP://KCBIKE.INFO/MAPS/TRAILS/](http://kcbike.info/maps/trails/)



PUBLIC WORKS CREWS MAKE SIGNIFICANT IMPROVEMENTS THROUGHOUT KANSAS CITY



The Public Works Department made its mark on Kansas City this past year, working on a range of projects of all sizes and scopes, from neighborhood road improvements to major transit work. Here are a few highlights; to learn about more of the City's capital projects, including a project tracker, visit kcmo.gov/publicworks/capital-projects/.

Street resurfacing: Thanks to a renewed focus on maintenance and well-managed federal grant funding, the Public Works Department resurfaced more than 300 miles of Kansas City streets in the past year. In addition, minor repairs ranging from crack surfacing to slurry sealing were completed on more than 100 lane-miles of roadway.

This initiative, which allowed crews to work on 10 times more lane-miles than average, was funded through a resident-supported extension of a half-cent sales tax. In addition, federal TIGER grant money allowed crews to make major improvements to roads in the Green Impact Zone.

Santa Fe neighborhood streetlights: The City recently completed the upgrade of streetlights on Prospect

Avenue between 27th Street and Linwood Boulevard. This work included the removal of the older system and the installation of 40 new bronze streetlights. The new streetlights will provide uniform and higher light levels on the roadways and sidewalks. Within the interior streets of the Santa Fe Neighborhood, 114 existing streetlights were changed out to new arms and fixtures, and trees were trimmed to maximize the benefits of the new streetlights.

Main Street bridge: Missouri Department of Transportation funding allowed the long-overdue improvements to the Main Street bridge over Interstate 670 to wrap up construction in less than two months. The \$2.75 million project replaced the old Main Street bridge crossing with a new, three-lane concrete bridge over I-670 that improved vertical clearance and addressed increased traffic and pedestrian needs entering the Power and Light District. In addition, installation of the first length of track on the Downtown Streetcar project will allow the bridge to remain open through the line's construction.

Longview Road improvement project: Major construction continues on the

Longview Road improvement project, with completion scheduled for late spring. The 15-month project realigns and widens Longview Road between Blue Ridge Boulevard and Spring Valley Road and provides stormwater and sidewalk improvements to the roadway. The work is part of a series of improvements originally planned by Jackson County's 1970s bond package for the Truman Sports Complex.

Troost pedestrian bridge: Major construction was completed on the Troost Avenue pedestrian bridge at Volker Boulevard. The improvements include stairs and a pedestrian walkway providing safe pedestrian access over one of the most heavily-traveled intersections in Kansas City.

Chouteau Parkway: Major construction is complete on the Chouteau Parkway project. The extensive road project improved the existing two-lane road to a four-lane, divided roadway built to parkway standards. The parkway improvements include new signals and streetlights, utility relocations and sidewalks. Pedestrian trails and landscaping will be completed this year.

RECENT KANSAS CITY AWARDS AND RANKINGS



Two grants totaling \$1 million for minor home repairs were awarded to the Neighborhoods and Housing Services Department last fall for 150 single-family homeowners in targeted neighborhoods. The Federal Home Loan Bank of Des Moines chose Kansas City to receive the funds through its "Strong Communities" program, noting the city's past good record in making housing improvements.

The Mayor's Office received a **\$4,000 grant from DollarWise and the U.S. Conference of Mayors** in January 2014 to fund the City's Bright Future Summer Employment program's workshops, which teach interns the importance of responsible financial practices.

The Campaign for Grade-Level Reading named the Mayor's Office's **Turn the Page KC program a 2013 Community Pacesetter**. Led by Mayor James and an independent Board of Directors working with more than 50 community partners, Turn the Page KC aims to rally the community to achieve reading proficiency for KC children by the time they leave third grade.

The Aviation Department was awarded **\$12 million in Federal Aviation Administration grants to fund airfield rehabilitation and safety enhancements** in September 2013.

The Line Creek Trail was awarded the **2014 Capstone Award for Infrastructure** by the Kansas City Business Journal, and was named a **finalist for Public Project of the Year by the Economic Development Corporation of**

Kansas City. The trail is owned and managed by the City of Kansas City, Mo., and the City of Riverside, Mo.

Kansas City was named one of 13 top citizen-engaged communities for 2013-2015 by Public Technology Institute. The designation recognizes excellence in technology, strategy, communications and performance management. One new recent achievement is the creation of an open data portal at data.kcmo.org.

Kansas City, Mo., received the **highest level of recognition for performance management efforts** from the International City/County Management Association in 2012 and 2013. The association awarded Kansas City with a Certificate of Excellence. Only 27 other communities received the same highest level of recognition.

The Government Finance Officers Association of the U.S. and Canada awarded Kansas City with its **Distinguished Budget Award** in November 2013 for **meeting the highest principles of governmental budgeting** in four categories: a policy document, a financial plan, an operations guide and a communications device.

The Health Department was selected by the U.S. Department of Justice to receive a **three-year grant for \$1.2 million** in October 2013. The grant, one of six awarded nationwide by the U.S. Department of Justice's Office of Juvenile Justice and Delinquency Prevention, focuses on getting high risk youth involved in violence prevention efforts.

The Charles B. Wheeler Downtown Airport received the **FAA Safety Enhancement Award** in October 2013 for passing its annual certification inspection of the operations area. This is the fourth consecutive year of perfect inspections at this airport.

A \$100,000 grant to help pit bull owners register and spay or neuter their dogs was awarded to the City by PetSmart Charities. The grant targets two ZIP codes where an estimated 1,400 pit bulls live.

The American Society of Landscape Architects local chapter honored the City Planning and Development Department with two awards in 2013—one for the City's Main Street Streetscape Plan, and another for the North Oak Streetscape Plan.

Kansas City is one of 25 cities with the most Energy Star-certified buildings, according to the U.S. Environmental Protection Agency. In 2013 the metro area had 82 certified buildings totaling more than 20 million square feet of floor space and saving \$14 million per year on utility bills. One of the area's largest Energy Star buildings is the 29-story City Hall.

In 2014, the City's Convention Center won the Facilities & Destinations Magazine's **Prime Site Award for the eighth consecutive year**. This award is based on the opinions of meeting planners, association executives and trade show managers who produce meetings and conventions in convention centers across the United States and Canada.

*****ECRWSEDDM****

Postal Customer



LEAF AND BRUSH SET-OUT DATE SCHEDULE

SET OUT ALL SACKS AND BUNDLES BY 7 A.M.

Trash day	North	Central	South
Monday	MONDAY, APRIL 14	MONDAY, APRIL 21	MONDAY, APRIL 28
Tuesday	TUESDAY, APRIL 15	TUESDAY, APRIL 22	TUESDAY, APRIL 29
Wednesday	WEDNESDAY, APRIL 16	WEDNESDAY, APRIL 23	WEDNESDAY, APRIL 30
Thursday	THURSDAY, APRIL 17	THURSDAY, APRIL 24	THURSDAY, MAY 1
Friday	FRIDAY, APRIL 18	FRIDAY, APRIL 25	FRIDAY, MAY 2

CURBSIDE COLLECTION

- ▶ Same day as trash/recycling collection
- ▶ Curbside by 7 a.m.
- ▶ Limit of 20 sacks and/or bundles
- ▶ Paper sacks only.
- ▶ Brush bundled 4' x 2' with twine only
- ▶ No duct tape
- ▶ No trash
- ▶ Call 3-1-1 within 24 hours to report a miss.

HOURS ARE 7 A.M. TO 7 P.M. ON WEEKDAYS.

Spring 2014

Region Map



Missouri River



Blue Ridge Cut Off

63rd Street

